



adequate, more indicated that it was not. OSC is continuing to provide training opportunities for new users, offering Payroll/Time/Reporting workshops, continuing weekly conference calls for core HR and Time/payroll users, improving the Employee Self Service/Manager Self Service training and providing more agency specific training for those agencies requesting additional support. It should be noted that employees received training specific to their individual roles as opposed to a more comprehensive training. Manuals are available for each specific training module. However, a comprehensive manual is not available.

2. **Data Entry Errors:** Data entry errors in creating individual employee profiles have impacted pay and leave balances. These errors seem to be the result of both actual entry errors and incorrect data being transferred to the new system without validation. For example, if an employee profile is not properly created to reflect that an employee is entitled to overtime pay, the employee will not be paid for overtime but instead will be credited with compensatory time. Because PMIS did not communicate with the payroll systems, misinformation in PMIS did not affect whether an employee was paid correctly. If this misinformation was transferred to BEACON without validation, the employee may not be paid appropriately. During our interviews, the Department of Correction indicated that they spot checked employee profiles, instead of checking every data field. This spot checking resulted in errors in some employees' pay. DHHS acknowledged that errors in data entry by both individual employees and its Human Resources personnel had contributed to their employees' pay problems. They also stated that they did not fully understand the importance of properly setting up employee profiles.

OSC is contacting each agency offering to meet with them to review any BEACON concerns. OSC has also offered agency specific assistance in correcting data entry/employee profile errors as well as additional training. DHHS reported that

employee profiles had been reviewed twice since implementation on April 1<sup>st</sup>. Data entry/employee profile errors seemed to be quickly resolved once they were identified.

3. **Time Entry/Approval:** BEACON incorporates standardized time-keeping functionality. Time-keeping was previously conducted independently by agencies using many different software products. BEACON permits an agency to establish a Time Administrator who is responsible for entering time worked, including overtime and supplemental time, for all employees. Alternatively, an agency may choose to allow time entry by individual employees through the Employee Self Service functionality with approval required by the employee's supervisor. In either situation, if time worked is not entered into the system and approved by the payroll cutoff date, an employee will not be paid correctly. Timeliness of time entry/approval has contributed to some extent to the pay shortages reported by employees.
4. **Programming:** Some overtime pay shortages, incorrect pay for some nurses, and incorrect leave accruals are directly attributable to BEACON programming. BEACON is not paying overtime to some employees who work extended duty and is not generating pay correctly for nurses employed under certain work schedules (e.g. the Baylor Nurse Plan). OSC reports there are less than 100 affected employees in each of those groups.

The one BEACON programming issue that has affected the most employees is related to leave accruals and holiday compensatory leave. These programming issues have resulted in significant errors in leave balances. Employees have discovered negative balances in compensatory time and annual leave, or have received leave to which they are not entitled. In some instances, negative leave balances may adversely affect an employee's pay.